



**C R A I G D A L E**  
**HOUSING ASSOCIATION LTD**  
Craigdale: The Home of Good Housing

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## Medical Adaptations Policy

AS WITH ALL OF THE ASSOCIATION'S POLICIES, THIS GUIDE IN FULL AND IN PART IS AVAILABLE IN SUMMARY, ON TAPE, IN BRAILLE, & IN TRANSLATION INTO MOST OTHER LANGUAGES – PLEASE ASK A MEMBER OF STAFF IF YOU WOULD LIKE A VERSION IN A DIFFERENT FORMAT

Date of Policy Review: 18.11.19

Date of Board Approval: 25.11.19

Next Review Date: 2022

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## 1. INTRODUCTION

- 1.1 Craighdale Housing Association (CHA) is committed to Tenancy Sustainment by providing support to those tenants and their families who require their homes to be adapted to suit their needs.
- 1.2 CHA recognises that being able to access appropriate housing or to adapt existing housing can have a positive impact on health whilst contributing to independences, privacy and dignity.

## 2. KEY AIMS AND OBJECTIVES

### 2.1 Scottish Social Housing Charter

The Scottish Government, through the Social Housing Charter (2017), sets the outcomes it expects Landlords to achieve for their residents. This policy complies with the following charter outcomes:

**Charter Outcome 1 – Equalities:** ‘every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services’.

**Charter Outcome 11 - Tenancy Sustainment:** ‘tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations’.

### 2.2 CHA Key Aims, and Objectives are to: -

- Enhance the quality of life for our tenants by contributing to housing adaptations and maximising the availability of housing for people with diverse needs.
- Ensure adaptations are carried out effectively and efficiently within a reasonable timescale.
- Ensure economy, efficiency, effectiveness and equity in the delivery of the adaptations service
- Ensure effective joint working with the Scottish Government, our contractors and other relevant agencies in the delivery of the adaptations service.
- Involve tenants and their carers’ in the decision-making process regarding adaptations and ensure their views are taken into account.
- Establish adequate funding arrangements with Scottish Government to ensure that adaptation needs are met and ensure that those properties not covered by the funding are included in the annual budget.
- Develop robust management information systems for monitoring and reporting performance in the Annual Return on the Charter.

### 3. LEGAL AND REGULATORY FRAMEWORK

3.1 In formulating and implementing this Policy, statutory requirements, Performance Standards and Good Practice outlined in documents such as the Scottish Social Housing Charter have been incorporated.

3.2 Legislation relevant to this Policy includes:

- The Social Work (Scotland) Act 1968
- Chronically Sick & Disabled Person (Scotland) Act 1972
- Disabled Persons (Service, Consultation & Representation) 1986
- Human Rights Act 1998
- Disability Discrimination Act 1995
- Building Standards (Scotland) Amendment Regulations 2001
- The Housing (Scotland) Act 2001
- Housing (Scotland) Act 2006
- Housing (Scotland) Act 2010
- Equality Act 2010
- Housing (Scotland) Act 2014

### 4. POLICY

#### Definition of Terms

#### 4.1 Disability

The Equality Act 2010 replaces the Disability Discrimination Act 1995 and defines a person as having a disability if: -

*‘A person has a physical or mental impairment.’*

And

*‘The impairment has a substantial and long-term adverse effect on the persons’ ability to carry out normal day-to-day activities.’*

However, this policy follows good practice guidance and uses a social model of disability, which emphasises the disabling nature of society and the barriers created within the environment, and sees those barriers as being what disables people, not the functional limitation or impairment of the person. Disability is defined as:

*‘the loss or limitation of opportunities that prevents people who have impairments from taking part in the normal life of the community on an equal level with others due to physical and social barriers’.*

## 4.2 **Adaptations to Housing**

Adaptations are permanent or semi-permanent changes to a property and are classified as: -

### **Temporary Adaptations**

Temporary adaptations are those that may be removed from the property or redeployed when no longer required e.g. stair lifts. The funding for temporary adaptations in CHA properties is the responsibility of Glasgow City Council, Social Work Services.

### **Permanent Adaptations**

Permanent Adaptations are those that are intended to remain in the property. They are funded either through grant funding from Scottish Government or from CHA and are classified as minor or major repair.

#### **Minor**

A minor adaptation is defined as a change that does not affect the overall structure of the dwelling, e.g. handrails.

#### **Major**

Major adaptations are defined as permanent, structural changes to the dwelling e.g. wet floor bathroom.

## 5. **PROGRAMME ARRANGEMENTS**

### 5.1 **New Build Programme**

Design standards will be contained in CHA's Design Brief and will comply with Building Regulations and current good practice. CHA will ensure that all new building properties are built to barrier free standard at ground floor level. Where a need is identified either by specific tenant/disabled person's needs or having regards to the Glasgow City Council Local Housing Strategy on provision, a number of new build properties will be built to fully wheelchair accessible standard.

Tenants and applicants with particular housing needs (e.g. medical points) will have priority for new housing which will meet their needs. Where possible, properties will be pre-allocated to enable tenants to participate in the design of their homes. Where there are particular needs, Occupational Therapists, and follow other relevant procedures detailed in this policy, so that the work will meet the needs of the household.

## 5.2 **Reactive Adaptations**

CHA will apply for funding for medical adaptations annually in its Strategy and Development Funding Plan submission to Scottish Government to meet the need for adaptations in core stock.

Where reactive adaptations are needed to building components awaiting upgrading under the investment programme (e.g. installation of over-bath showers) consideration should be given to the work being carried out and funded through the investment programme budget for that year.

## 6. **ASSESSMENT AND REFERRALS**

Assessment may be carried out through one or a combination of the following:

### 6.1 **Self-Referral**

Tenants may approach Social Work Services direct, to request an occupational therapy assessment for adaptations.

### 6.2 **CHA referral**

CHA Housing Service Team may identify a potential need for adaptations in consultation with tenants and their carers. When such needs are identified the Operations staff should complete an assessment form for referral to Social Work to carry out a full assessment of needs.

### 6.3 **Occupational Therapist Assessment**

Glasgow City Council and Greater Glasgow NHS Occupational Therapists are working closely to progress an integrated Occupational Therapy Service. Occupational Therapists may receive referrals from a variety of sources, including self-referral by tenants.

## 7. **ELIGIBILITY**

7.1 CHA will assess and priorities requests for adaptations on an individual basis for example:

- A walk-in shower can be installed above ground floor level.

In certain circumstances applicants will be ineligible:

## 7.2 **Ineligibility**

- Where the applicant knew that they were accepting a property, which was inappropriate to their needs and did not inform the Association until after the let was made. For example, the applicant accepted a house with internal stairs without informing the Association that they had a degenerative illness which would render it difficult or impossible to climb stairs.
- The property in which they currently reside is entirely unsuited to the applicants needs and rehousing is required.

Examples (not exhaustive) of this are:

- Where a wet room is required above ground floor level.
- The Association has suitable alternative accommodation available.
- The property would need to be reinstated to its original condition in order to re-let.

## 7.3 **Prioritising adaptation request**

Where there is more than one applicant who qualifies and funds are not available to carry out all works the Association will seek the advice of the Occupational Therapist in prioritising the works.

# 8. **PROCESSING APPLICATIONS**

## 8.1 **Notifying the Applicant**

The Association will aim to process the application within set timescales.

The applicant will be notified in writing by the Housing Services Team within 3 working days that the application has been received.

Within 8 working days the Housing Services Team will notify the applicant of whether or not they are eligible.

Where the tenant's application is considered to be ineligible, a reason will be stated and copy of the Associations Complaints Policy enclosed should they wish to appeal the decision.

The Occupational Therapist and any other relevant person will be notified in writing within the same timescale.

## 9. HOUSING SERVICES TEAM ROLE

- 9.1 The Housing Services Team will inspect the property and liaise with the Occupational Therapist in order to ensure that the appropriate adaptation is installed.

The Housing Services Team will draft any specifications required for tender for builders and supervise these works. Tendering for work will be in line with the Scottish Homes Guidance Notes 2001/02 (SHGN 2001/02).

The Association will aim to complete adaptations as soon as it is reasonably practicable.

Together with the Occupational Therapist they will post inspect the works to ensure that the workmanship is of good quality and meets the applicant's needs.

The Housing Service Team will issue copy of VAT exemption form to the Contractor on completion of works.

## 10. ALLOCATIONS AND VOIDS

### 10.1 Voids

CHA Housing Service Team should ensure that void inspections provide information on adaptations that have been carried out and the suitability of the property for use by a disabled person. All ground floor properties should be assessed for suitability for use by a disabled person.

Properties should be re-let with adaptations that have previously been carried out.

### 10.2 Adaptations Register

CHA will record all 'major' adaptations carried out to its properties on CHA property register to ensure that a comprehensive database is established.

### 10.3 Allocations

CHA Allocation Policy currently classifies tenants and applicants whose household include a person with severe medical problems whose current accommodation creates a barrier to normal day to day living, as Medical High cases. Medical high cases should have priority for housing which would suit their needs. The Operational Team should aim to re-let properties with 'major' adaptations to a person who will benefit from those adaptations.

Where a house has been adapted for a wheelchair user, the Housing Service Team must first seek to offer the property to a person who needs wheelchair accommodation. This may require liaison with OP, other RSLs and Housing Options for Older People to identify suitable applicants.

CHA believes that it is important that people have access to properties adapted to suit their specific needs. This means that as an individual or family no longer require an adapted property, the Association would seek the opportunity of reallocating the property to someone in need of it. This would only apply where major adaptations were in place for instance walk-in shower wheelchair housing. The Association would be sensitive in its approach and each situation would be dealt with on an individual basis.

## **11. TENANCY ISSUES**

### **11.1 Rent Review Charge**

CHA will review the rent on a dwelling where major works are carried out to create additional room(s). The rent charge will be reviewed in line with the Rent Charge Policy and with due regard to the rights of disabled persons under the Equalities Act 2010. This will be carried out on a case by case basis with the aim of ensuring that the applicable rent is comparable with a similar non adapted property (e.g. where an additional bedroom has been created, to change a property from a two-bedroom to a three-bedroom property, then the comparable rent is a similar three bedroom property).

CHA will not charge an additional rent for the provision and/or maintenance of adaptations.

### **11.2 Removal of Adaptations**

Tenants will be advised at the time of installation of any adaptations that the Association will not remove any adaptations requested for the duration of the tenancy. Only exceptional circumstances will this aspect of the policy be relaxed.

## **12. PERFORMANCE MONITORING**

In order to judge the success of this policy, CHA will put in place a system which monitors and measures performance and meets the requirements of the Annual Return of the Charter (ARC)

CHA will report to the Operational Services Committee on a quarterly basis the number of adaptations requests, completed works and costs.

## **13. COMPLAINTS**

If you wish to appeal against any decisions taken in this policy, or you are unhappy with the way in which CHA has handled any issues to do with the implementation of this policy, you are encouraged to use the complaints procedure. This is available as a separate document from CHA office.

## **14. LINKS WITH OTHER POLICIES**

This adaptations Policy has key links with the following:

- Internal Management Plan
- Repairs and Maintenance Policy
- Procurement Policy
- Allocations Policy
- Void Management Policy
- Tenant Participation Policy
- Equal Opportunities Policy

## **15. IMPACT ON EQUALITY & DIVERSITY**

The Association demonstrated its commitment to diversity and promoting equality by ensuring that this policy is applied in a manner that is fair to all sections of the community, with due regards to the protected characteristics identified under the Equality Act 2010.

## **16. POLICY REVIEW**

CHA will review this policy every 5 years.